



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 9, 2026

Mandy Horacek
Spectrum Community Services
Suite 700
185 E. Main St
Benton Harbor, MI 49022

RE: License #: AS510389959
Investigation #: 2026A0870025
New Horizons

Dear Mandy Horacek:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive, written in a professional style.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS510389959
Investigation #:	2026A0870025
Complaint Receipt Date:	05/15/2026
Investigation Initiation Date:	05/15/2026
Report Due Date:	07/14/2026
Licensee Name:	Spectrum Community Services
Licensee Address:	Suite 700 185 E. Main St Benton Harbor, MI 49022
Licensee Telephone #:	(734) 458-8729
Administrator:	Mandy Horacek
Licensee Designee:	Mandy Horacek
Name of Facility:	New Horizons
Facility Address:	1053 Oak St. Manistee, MI 49660
Facility Telephone #:	(231) 887-4130
Original Issuance Date:	02/14/2018
License Status:	REGULAR
Effective Date:	08/14/2024
Expiration Date:	08/13/2026
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Nickole Shriver failed to change Resident A's brief during her entire day shift of May 14, 2026. This resulted in her brief being so full of urine and feces that it had leaked in multiple places and completely soiled her pants.	Yes

III. METHODOLOGY

05/15/2026	Special Investigation Intake 2026A0870025
05/15/2026	Special Investigation Initiated - Telephone Telephone case coordination with Centra Wellness CMH Office of Recipient Rights advisor Danyal Englebrect-Blakeslee.
05/15/2026	APS Referral Referral made to the Michigan Department of Health and Human Services, Protective Services Centralized Intake unit.
05/18/2026	Inspection Completed On-site Interview with Resident A, home manager Wendee Morris.
05/19/2026	Contact - Telephone call made Telephone interview with staff member Kaitlin Sullivan.
05/19/2026	Contact - Telephone call received Telephone case discussion with APS worker Paul Woroniak.
05/19/2026	Contact - Telephone call made Telephone interview with staff member Ellen Mallison.
05/19/2026	Contact - Telephone call made Telephone case conference with Centra Wellness ORR Danyl Englebrect-Blakeslee.
05/19/2026	Contact - Telephone call made Telephone interview with staff member Steve Loreda.
05/26/2026	Contact - Telephone call made Telephone interview with staff member Nickole Shriver.
06/05/2026	Contact - Telephone call made Telephone case conference with Centra Wellness ORR Danyl

	Englebrecht-Blakeslee.
06/05/2026	Exit Conference Completed with Licensee Designee Mandy Horacek.

ALLEGATION: Staff member Nickole Shriver failed to change Resident A's brief during her entire day shift of May 14, 2026. This resulted in her brief being so full of urine and feces that it had leaked in multiple places and completely soiled her pants.

INVESTIGATION: On May 15, 2026, I spoke with Centra Wellness CMH Office of Recipient Rights advisor Danyal Englebrecht-Blakeslee. We discussed the above allegation to coordinate investigative efforts.

On May 15, 2026, I made an adult protective Services referral to the Michigan Department of Health and Human Services, Protective Services Intake unit.

On May 18, 2026, I conducted an on-site special investigation at the New Horizons AFC home. I was accompanied by Benzie/Manistee County DHHS Adult Protective Services worker Paul Woroniak. We met with home manager Wendee Morris and informed her of the above allegation. Ms. Morris stated that staff member Kaitlin Sullivan approached her last week to inform her that she had found Resident A with her adult brief full of urine and feces upon starting her 8:00 p.m. shift the evening of May 14, 2026. Ms. Morris stated that staff member Nickole Shriver had worked the 8:00 a.m. to 8:00 p.m. shift that day and staff member Steve Loreda had worked 4:00 p.m. to Midnight. Additionally, Ms. Morris noted that staff member Ellen Mallison worked from 8:00 a.m. to 4:00 p.m. Ms. Morris noted there have been no previous reports of Resident A not being "changed." We reviewed Resident A's Assessment and Plan of Service. Neither give specific instructions for staff to "check on" or "change" Resident A on any set timeframe. Resident A's *Assessment Plan for AFC Residents (BCHS -3265)* indicates that she requires assistance with toileting and personal hygiene but gives not specific instructions for staff to follow. Ms. Morris stated she expects staff to check Resident A "at least every two hours" to see if she needs to be changed, because "(Resident A) is not able to communicate this."

On May 18, 2026, I attempted to conduct an in-person interview with Resident A at the facility. Resident A is nonverbal and was thus unable to be interviewed for this investigation. I observed that Resident A was dressed and sitting in her chair upon my arrival at the facility. She appeared clean and was appropriately dressed.

On May 19, 2026, I conducted a telephone interview with staff member Kaitlin Sullivan. Ms. Sullivan stated that she works the overnight shift at New Horizons AFC, beginning her shift at 8:00 p.m. She stated that on May 14, 2026, she relieved coworker Nickole Shriver, who did a shift change briefing with her. Ms. Sullivan stated that Ms. Shriver informed her that Resident A had slept late today

and that she was “changed” at 12:30 p.m. Ms. Sullivan stated that shortly after Ms. Shriver left to go home, she went to check on Resident A and found her “full of urine and feces.” She stated she called for coworker Steve Loredo, who worked the 4:00 p.m. to midnight shift, and together they cleaned up Resident A and changed her into a clean brief and clean clothing. Ms. Sullivan stated she did not ask Mr. Loredo why Resident A had not been changed and noted that Resident A does not like men to change her and will push men away. Ms. Sullivan stated that finding Resident A needing changing at shift change has not happened before, but she does not work with Ms. Shriver very often.

On May 19, 2026, I spoke with APS worker Paul Woroniak. Mr. Woroniak stated that he had conducted an interview with Ms. Shriver, and she stated to him that she had changed Resident A at 4:00 p.m.

On May 19, 2026, I conducted a telephone interview with staff member Ellen Mallison. Ms. Mallison stated she worked the 8:00 a.m. to 4:00 p.m. shift on May 14, 2026. She noted that Resident A was “changed” at 8:30 a.m. and again at 12:30 p.m. Ms. Mallison stated that Resident A was changed again, shortly before her shift ended at 4:00 p.m. and she was assisted by Ms. Shriver. Ms. Mallison noted her shift ended at 4:00 p.m. and she went home. She stated the home “protocol” is to check Resident A every two hours but she is “not sure if the other staff do this.”

On May 19, 2026, I spoke with Ms. Englebrecht-Blakeslee by telephone. She stated she had interviewed Ms. Shriver and was told that she changed Resident A at 4:00 p.m. on May 14, 2026.

On May 19, 2026, I conducted a telephone interview with staff member Steve Loredo. Mr. Loredo stated he worked the 4:00 p.m. to midnight shift on April 14, 2026. He stated he cannot recall checking on or changing Resident A that shift, commenting that the female staff do this task as Resident A does not like men to change her. Mr. Loredo stated he worked with Ms. Shriver during a portion of his shift, as she worked from 8:00 a.m. to 8:00 p.m. and he does not know if Ms. Shriver checked on or changed Resident A as he was on an outing with other residents during his shift. Mr. Loredo stated he was back at the facility by 8:00 p.m. when Ms. Sullivan arrived to relieve Ms. Shriver. He stated that Ms. Sullivan checked Resident A shortly after her arrival for her shift and found Resident A soiled. He noted Ms. Sullivan called for him and together they cleaned and changed Resident A.

On May 26, 2026, I conducted a telephone interview with staff member Nickole Shriver. Ms. Shriver stated she worked the day shift, 8:00 a.m. to 8:00 p.m. on May 14, 2026. She stated she changed Resident A twice during her shift, “around noon and again at 4:00 p.m.” Ms. Shriver stated she worked with Ms. Mallison until she left at 4:00 p.m. and then with Mr. Loredo until her shift ended at 8:00 p.m. She noted that she was relieved by Ms. Sullivan at 8:00 p.m. Ms. Shriver recounted that Resident A did not get out of bed until “about noon” that day. She stated that when

Resident A was admitted to New Horizons AFC, Ms. Morris instructed staff to check Resident A “every couple of hours” to see if she needs changing. Ms. Shriver stated she checked Resident A at 6:00 p.m. and she was dry. She stated she did not check Resident A at 8:00 p.m. as this was the end of her shift and she was relying on Ms. Sullivan and Mr. Loreda to check on Resident A.

APPLICABLE RULE	
R 400.671	Resident care.
	(2) Care and services provided to a resident must be designed to maintain or improve a resident's physical and intellectual functioning and independence.
ANALYSIS:	<p>Staff interviews indicate Resident A was checked and changed at approximately 12:30 p.m. and 4:00 p.m.</p> <p>Ms. Shriver states she checked Resident A at 6:00 p.m. but did not change her as she was “dry.”</p> <p>Resident A was found by staff at 8:00 p.m. with her brief full of urine and feces.</p> <p>Resident A was not provided with the care and services to appropriately maintain her physical functioning.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.677	Resident hygiene, clothing.
	(2) A licensee shall ensure the resident receives or has access to all of the following: (b) Toileting as needed.
ANALYSIS:	<p>Staff interviews indicate Resident A was checked and changed at approximately 12:30 p.m. and 4:00 p.m.</p> <p>Ms. Shriver states she checked Resident A at 6:00 p.m. but did not change her as she was “dry.”</p> <p>Resident A was found by staff at 8:00 p.m. with her brief full of urine and feces.</p>

	Staff failed to ensure that Resident A was toileted, checked and changed, as needed.
CONCLUSION:	VIOLATION ESTABLISHED

On June 5, 2026, I conducted an exit conference with Licensee Designee Mandy Horacek. I explained my findings as noted above. Ms. Horacek stated she understood the findings, had no additional information to provide, nor questions to ask, concerning this special investigation. Ms. Horacek stated she would submit a corrective action plan which addresses the cited rule violations above.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.



June 8, 2026

Bruce A. Messer
Licensing Consultant

Date

Approved By:



June 9, 2026

Jerry Hendrick
Area Manager

Date